

Nationwide Attendance Service

A Division of the CEPNZ



CEPNZ (Character Education Programme of New Zealand)
PO Box 20-616, Glen Eden, Waitakere 0641
Ph/Fax: (09) 813-0119, Email: nas@cepnz.co.nz
Website: www.cepnz.co.nz/attendance.html

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Introduction:

The *Nationwide Attendance Service* (NAS) has been established to support schools in the administration duties involved with following up on non-attendances of students.

Wherever your school is located, the CEPNZ can now follow up on all non-attendances of students for you. All you need to do each day is email the names of the absent students, the name of their parent or caregiver and their contact phone number to the CEPNZ and we will:

- ✓ Make friendly, personal phone calls to follow up on these absences on your behalf.
- ✓ Identify the reason for the absence.
- ✓ Ensure the parent is fully aware of the law regarding enrolment and attendance.
- ✓ Determine if there are any underlying causes for why the student is not at school and direct parents to where they may obtain support or assistance where necessary.
- ✓ Share information and cooperate with your nominated District Truancy Service upon your request.
- ✓ Report back to your school each day by email on the findings of our follow-ups on the non-attendees.

All information is kept strictly confidential between your school and the CEPNZ, ensured by a signed confidentiality agreement sent to you upon registration.

If you choose for the CEPNZ to liaise with your District Truancy Officer, you will need to supply us with the email address of your main contact.

For the sake of child safety, our report back to your school on the non-attendees will be made by email as soon as we have results. This will ensure that swift action can be taken in the event that any student is "missing" without the knowledge of the parent.

How it works:

After you have signed up for our *Nationwide Attendance Service*, the following guidelines will assist you in its use and the procedures that will be followed. These procedures can be modified to suit your needs:

1. Your school would record student attendance as usual.
2. Absent students would be noted and centralised within your school records.
3. The staff member usually responsible for following up on these absent students collates the details of each of these absent students into a list:
 - a. Student Name
 - b. Parent/Caregiver name
 - c. Phone number (including area code)
4. These details are then put onto an Email and sent to:
nas@cepnz.co.nz
5. CEPNZ staff will then phone each of the parents listed to determine the reason for the absence.
6. The results of these calls are then listed and sent back to the nominated email address of the school.
7. If the CEPNZ is unable to contact the parent, this will be noted on the report and we will try again at another time during the day and/or evening and send you another report by email.
8. In the instance that the absent student is not attending school on a regular basis, the CEPNZ will ensure that the parent is aware of the law regarding enrolment, attendance and medical certificate requirements, and will try to ascertain a solution to any problems. This will also be reported back to the school for consideration and we will coordinate with your nominated District Truancy Officer under your direction if required. In the case of a possible emergency, the CEPNZ will phone your nominated contact person at your school immediately.
9. At the end of each month the CEPNZ will post a typed report to your school that will outline each of the non-attendances and steps taken. Also included will be a statistical analysis of the months report showing:
 - a. Total absences per student per month.
 - b. Total absences by reason.
 - c. Frequency of absences by day of the week.

The Cost:

The cost of this service is **\$396.00 per month** payable in advance by direct credit or cheque. This includes GST, follow-ups on up to 100 absences per week, a monthly written report and statistical analysis of all non-attendances and follow-ups.

There are no additional charges for toll calls made by the CEPNZ to the parents of absent students.

This figure is discounted during months that include term breaks - You do not pay for our services while your school is officially closed for more than 7 days. This discount is based on a full week of closure representing 25% of the invoice amount for that month. This means that if your school is closed for two weeks in one billing period, you will only be charged \$196.00 for that month (representing a 50% discount). If a closure of two weeks spreads over two billing periods, a 25% discount will apply to both invoices.

Should the NAS be unable to make calls on your behalf on any given day, your school will be notified in advance and you will receive a 5% refund per day that will be deducted from the next months account.

Compare these figures to the cost of employing an in-house attendance officer and you will easily see the savings your school can make

Cancellation:

If you decide to discontinue using the *Nationwide Attendance Service* at any time, please provide the CEPNZ with 30 days notice in writing. Should the CEPNZ be unable to continue this service, you school will be notified and a full refund given for the days of unavailability based on the percentage of the month unfulfilled.

Get Started:

To save time and administration, sign up with the *Nationwide Attendance Service* by completing the application form attached.

Please ensure you read the Terms and Conditions. Attach your first month's payment and send in to the CEPNZ to get started.

Let us do the work for you.

Stuart Macmillan
General Manager
CEPNZ